

# CIT Customer Service Report for the Telecommunications Branch



For the period: Thursday, November 01, 2007 12:00:00 AM to Friday, November 30, 2007 11:59:59 PM

Snapshot Date: 12/1/2007 7:30:03 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
<b>Telecommunications</b>											
10 Digit Dialing	2	0	0	0	0	0	0	2	0	0	16
Billing	1	0	0	1	0	0	0	1	0	1	6
Circuits	0	0	0	3	0	0	1	0	0	2	0
Conferencing	8	0	0	0	0	0	3	3	0	2	5
DELPRO	6	0	0	209	0	0	186	4	0	25	0
General Info	24	0	0	8	0	0	6	8	0	18	7
New Request/Termination	5	0	0	0	0	0	1	1	0	3	4
Operator Services	1	0	0	0	0	0	0	1	0	0	5
Phones/Accessories	39	0	0	28	1	0	11	21	0	34	5
Repair	11	0	0	0	0	0	1	2	0	8	6
Repairs	48	0	0	434	1	0	104	21	0	356	0
Residential Services	0	0	0	2	0	0	1	0	0	1	0
TSR	64	0	0	465	0	0	216	55	0	258	1
User Change	2	0	0	0	0	0	0	0	0	2	4
Verizon Phone Book	3	0	0	0	0	0	0	3	0	0	3
Voice Mail	48	0	0	4	1	0	5	33	0	13	6
<b>Grand Total:</b>	<b>262</b>	<b>0</b>	<b>0</b>	<b>1154</b>	<b>3</b>	<b>0</b>	<b>535</b>	<b>155</b>	<b>0</b>	<b>723</b>	<b>1</b>

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AM

Total Tickets Closed:	878
Total Tickets Assigned/Pending/Checked Out:	538
Total Tickets Created:	<u>1416</u>